



Cow Creek Health & Wellness Center (CCH&WC) Administration

Position Description

Position Title: Credentialing Specialist/Receptionist **Department:** Clinic

Reports To: Clinic Director **FLSA Designation:** Non-Exempt

Date Written: 06/7/16

POSITION PURPOSE:

The Credentialing Specialist / Receptionist must maintain a Professional appearance when greeting our Members, Guests of the Tribe, and Clinic patients in a friendly and inviting manner. The position also requires excellent organizational skills to keep accurate records of incoming calls, incoming mail, and information received via fax. Proficiency is also required with use of a multi-line phone system and standard office equipment, including computer-related hardware and software.

ESSENTIAL FUNCTIONS:

- Credentialing Process:
 - Ensure CCH&WC licensed and certified staff meet all standards involving pre-hire, hire, and maintenance involving compliance with regulatory, accrediting, and membership-based organizations. Works directly with Clinic Director on this process.
 - Adhere to AAAHC (Accreditation Association for Ambulatory Health Care) credentialing standards.
 - Process applications and reappointment paperwork, checking for full completeness and accuracy.
 - Maintain and update accurate databases for providers; information includes pertinent education, training, experience, and licensure content.
 - With direction from the Clinic Director, prepare records for regular auditing, as well as maintain close communication with all appropriate practitioners to ensure that records are up-to-date and consistent.
- Answer multi-line telephone system, and direct all incoming phone calls to appropriate staff.
- Take complete and accurate messages; screen and provide information, as requested.
- Maintain a general knowledge of all program staff, to direct calls appropriately.
- Provide professional customer service by greeting guests in a polite, prompt, helpful manner, and provide any necessary instruction or direction.
- Assist in areas requiring an immediate need / pre-approved projects, as assigned by the Clinic Director (stuffing envelopes, generating labels, typing, binding reports, filing, and copying).
- Maintain strict confidentiality; adhere to all HIPAA guidelines and regulations.
- Open and distribute mail, utilizing established timelines and accuracy.
- Maintain incoming mail log for Clinic Administration and Clinics.
- Successfully complete required safety courses, per fiscal year goals.

- Follow established procedures for reporting hazardous conditions, incidents, and/or near misses.
- Maintain competency in compliance of operating procedures, as they relate to standing office procedures.
- Collect and write receipts for employees purchasing Fitness Cards. Money collected is to be given to the Business Manager.
- Follow opening and closing procedures, according to office guidelines.
- Maintain a clean and orderly waiting area, including reading materials.

QUALIFICATIONS:

- High School Diploma or GED; preference given to anyone with a Medical Office Certification or higher education.
- Demonstrated knowledge of Microsoft Office 2013 programs, general office equipment, and multi-line phone system.
- At least 2 years medical office experience, assisting medical managers and directors.
- At least one year of Medical Credentialing Certification experience.